

231228

QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

COMPANY NAME Ernest Communications, Inc.
 QUARTER/YEAR 2Q11 / 2011

MONTH:	April 2011	May 2011	June 2011
Number of Customer Access Lines	<u>1,034</u>	<u>1,035</u>	<u>1,064</u>
New Service Applications Held over 30 Days	<u></u>	<u></u>	<u></u>
Trouble Reports / Access Line (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Customer Out of Service Clearing Times (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
New Installs and Re-Installs Completed within 5 Days (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Commitments Fulfilled (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Number of Lifeline Customers	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>

Comments / Explanations:

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